



# NORTHSIDE FACILITY

## **Vision**

Promote individual and community wellness by creating convenient access to an array of integrated behavioral health, medical and social services through an embedded community-based center.

## **Community Conversations**

The Milwaukee County Behavioral Health Division hosted a series of community listening sessions in 2015 and again in 2016. The purpose of the listening sessions was to engage people who utilize BHD services and their family members in the planning of the Northside Facility. We wanted to hear directly from our customers to ensure their voice was being heard and their ideas were incorporated into the services being developed.

## **Summary of feedback that will likely be used:**

### **Services**

Provide a wide range of quality services and resources

- Peer Support services
- Crisis mobile support for kids and adults
- Psychiatry
- Therapy
- Substance abuse treatment
- Trauma and abuse resources
- Medication counseling
- Housing resources
- Benefits assistance
- Family and advocacy resources
- Interpreter services
- Transportation
- Security

### **Customer Experience**

Create a positive, supportive experience

- Warm, welcoming
- Safe
- Feel understood
- Holistic
- Respectful
- Respect diversity
- Equality

- Non-discriminatory

### **Atmosphere**

Provide environment of hospitality: food, windows, natural light, art work, comfortable seating

- Gathering space
- Healing environment

### **Access**

Create easy access to facility and services

- 24/7 access
- Extended hours
- Bus lines

### **Community Collaboration**

Collaborate with community resources to provide information and referrals

- Community Resource Center
  - Community education
  - Prevention programming
  - Assist identifying and navigating resources
- Advocacy services
- Law enforcement



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## Summary of feedback that will likely not be used

- Community center programs and services
- Provision of day care services
- Co-located aging and disability services (screening process will be completed on site and co-location of services will be reviewed based on volume)

## Programs and services that will likely be offered at the Northside Facility:

Programs and services are subject to change since we are in conceptual design, continuously incorporating best practice and stakeholder feedback, testing our ideas with other organizations and early in the site selection and financial analysis process.

### Behavioral health

- Individual and group therapy
- Psychiatry
- Day programming
- 24/7 Crisis services (adult/child)
- Peer specialist support

### Medical Services

- Primary care
- Pharmacy services
- Medication management/consultation

### Social Services

- Housing assistance
- Benefits assistance
- Information/referral services to social programming (i.e. Aging and Disabilities Services Division)

### Community Services

- Café
- Community space (for gathering, community education/programming, etc.)
- Resource center (Advocacy agency representation)

### Service Exclusions:

- Emergency Services/Psychiatric Crisis Services (PCS)
- Urgent Care
- Hospital level of care
- Detoxification Services
- Wraparound Wellness Clinic
- Court/Delinquency Services

## What concerns have we heard that could represent a threat?

- Community acceptance of the Center, services, and location of the center
- Inclusion of the African American community in the planning process
- Community stakeholder (political, providers, consumers, neighborhood) support for programming, center, financing, and location.
- Some stakeholders and advocates would like crisis management services placed in the community sooner than the facility timeline will permit.
- Financial investment and sustainability of services



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## What's next?

The timeline for completion has many contingencies that include program development, program licensing, detailed facility design, financial analysis, site selection, zoning approvals, construction requirements/timelines, but here's what we can expect to happen in the near future:

- Naming of the facility
- Continue stakeholder conversations to add additional perspective (advocacy groups, providers, and healthcare professionals)
- Identify partner providers (primary care, pharmacy, etc.)
- Identify and implement technology required to provide integrated services
- Financial assessment
- Site selection (Northwest Milwaukee)

*Expected completion date: 2018*

### **For more information and our latest updates, visit:**

<http://county.milwaukee.gov/BehavioralHealthDivi7762/Northside-Facility.htm>

### **Share your feedback**

<https://www.surveymonkey.com/r/N628ZR3>